



November 22, 2004

Mr. Shawn Hernandez
Director of Information Technology
City of Sunnyvale
City Hall, 456 West Olive Avenue
P.O. Box 3707
Sunnyvale, CA. 94088-3707

Comcast Cable
12647 Alcosta Boulevard
Suite 200
San Ramon, CA 94583
Office: 925.973.7000
Fax: 925.973.7015
www.comcast.com

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Dear Mr. Hernandez:

Comcast has been the Bay Area's cable company for two years. When we became the Bay Area's cable company, we promised that we would work hard to upgrade the cable service, offer useful new products and deliver improved customer service.

We believe that we have kept with our promises by offering more new channels, as well as introducing new products like High Definition Television. In addition, we are working hard to offer more new products like video-on-demand and digital video recorders so that our customers have more choices and more control over their television viewing.

Comcast is committed to providing our customers with the finest variety of programming choices, excellent picture quality and improved customer service. We realize that our customers have other alternatives for entertainment and we're working hard to offer the best choice and value in the industry. We have invested in significant technical improvements that advance the reliability and quality of our multi-channel video services, added new channels, and substantially invested in the improvement of the customer service we provide.

To reflect the current value of the products and services we deliver, we will be adjusting the prices for our analog and digital service levels. Prices for equipment and installation are not being adjusted at this time. These price adjustments will be effective for billing periods on or after February 1, 2005.

Customers will be notified of these adjustments by legal notice and a bill insert. The specific adjustments and their respective service levels are set forth in the attached legal notice.

If you have any questions or comments, please contact your Government Affairs Area Director, Eddie Garcia, at (408) 918-3246.

Sincerely,

Mitzi Givens-Russell on behalf of
Eddie Garcia
Director of Government Affairs and Franchising
South Bay Area

Enclosure: Price Adjustment Legal Notice



Notice of Price Change
Comcast
Sunnyvale / The Meadows

Effective for billing periods beginning on or after February 1, 2005, Comcast will make the following changes in the area(s) listed above with respect to its cable television pricing.

<u>TYPE OF SERVICE</u>	<u>CURRENT PRICE</u>	<u>NEW PRICE</u>
<u>Sunnyvale</u>		
Limited Basic	\$15.08	\$15.58
Expanded Basic Service	\$26.42	\$28.67
Standard Cable	\$41.50	\$44.25

<u>The Meadows</u>		
Limited Basic	\$14.55	\$15.58
Expanded Basic Service	\$26.95	\$28.67
Standard Cable	\$41.50	\$44.25

<u>DIGITAL VALUE PACKAGES</u>	<u>CURRENT PRICE</u>	<u>NEW PRICE</u>
<i>The Comcast packages below do not include Standard Cable:</i>		
Digital Classic	\$ 9.95	NO CHANGE
Digital Plus	\$14.95	NO CHANGE
Digital Silver Package	\$27.95	\$28.95
Digital Gold Package	\$39.95	\$41.95
Digital Platinum Package	\$50.95	\$53.95

The following digital packages include Standard Cable:

Digital Starter Package	\$51.99	\$55.99
Digital Bronze Package	\$54.99	\$58.99
Digital Standard Package	\$61.99	\$66.99
Digital Silver Package	\$71.99	\$76.99
Digital Gold Package	\$81.99	\$86.99
Digital Platinum Package	\$91.99	\$96.99

<u>OPTIONAL PER-CHANNEL SERVICES</u>	<u>CURRENT PRICE</u>	<u>NEW PRICE</u>
HBO	\$18.99	\$16.99

Important Information: For customers receiving service through commercial accounts or bulk arrangements, some of the product, pricing, and other information contained herein may not apply. Please refer to the terms and conditions of the separate agreement covering these arrangements. Where such terms are inconsistent with the information in this notice, the terms and conditions of the separate agreement will apply. Prices for products or services not listed above are not changing on February 1, 2005. All prices are exclusive of franchise fees, regulatory fees and taxes. Pricing, programming, channel location and packaging may change. After notice of a retiering of our services or rate increase, you may change your level of service at no additional charge for a period of 30 days. Otherwise, changes in the services you receive, which are requested or caused by you, will be subject to upgrade and downgrade charges. If you have questions, please contact us at 1-888-824-8066.



Notice of Price Change
Comcast
Sunnyvale – Casa De Amigos

Effective for billing periods beginning on or after February 1, 2005, Comcast will make the following changes in the area(s) listed above with respect to its cable television pricing.

OPTIONAL PER-CHANNEL SERVICES

HBO

CURRENT PRICE

\$18.99

NEW PRICE

\$16.99

Important Information: For customers receiving service through commercial accounts or bulk arrangements, some of the product, pricing, and other information contained herein may not apply. Please refer to the terms and conditions of the separate agreement covering these arrangements. Where such terms are inconsistent with the information in this notice, the terms and conditions of the separate agreement will apply. Prices for products or services not listed above are not changing on February 1, 2005. All prices are exclusive of franchise fees, regulatory fees and taxes. Pricing, programming, channel location and packaging may change. After notice of a retiering of our services or rate increase, you may change your level of service at no additional charge for a period of 30 days. Otherwise, changes in the services you receive, which are requested or caused by you, will be subject to upgrade and downgrade charges. If you have questions, please contact us at 1-888-824-8066.

Headend# H1442

Sys Prin# 8770-1000 #280

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